

ADMINISTRATIVE MESSAGE

ROUTINE

R 301300Z SEP 02 ZYB

FM COMNAVRESFORCOM NEW ORLEANS LA//N00//

TO NAVRESFORCOM

INFO COMNAVRESFOR NEW ORLEANS LA
COMNAVAIRES NEW ORLEANS LA

UNCLAS PERSONAL FOR ALL COMMANDERS, CO'S, AND CMC'S

MSGID/GENADMIN/COMNAVRESFORCOM//

SUBJ/CUSTOMER SERVICE INITIATIVE NUMBER 2: RESERVE PAY//
POC/E. STEPHENS/LCDR/CNRF N11/LOC:NEW ORLEANS LA
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RMKS/1. PROMPT AND CORRECT PAY FOR OUR DRILLING RESERVISTS IS A HIGH PRIORITY RESPONSIBILITY FOR ALL CO'S AND CMC'S. WHILE NSIPS DEVELOPMENT HAS CHALLENGED US ALL, WE ARE COMMITTED TO TURNING THIS AROUND THROUGH CONTINUED EMPHASIS ON SYSTEM IMPROVEMENTS COUPLED WITH A NEW STREAMLINED TROUBLE TICKET PROCESS.

2. PAY IS A FUNDAMENTAL CORE PROGRAM IN OUR FORCE, AND WE ARE REALIGNING RESOURCES TO BETTER SUPPORT IT. SHORTLY AFTER THE STANDUP OF YOUR NEW FORCE HEADQUARTERS, WE ESTABLISHED A NEW PAY AND SYSTEMS CODE (N11) ON CNRFC STAFF. THE NEW N11 BRINGS TOGETHER ALL PAY RELATED RESPONSIBILITIES, INCLUDING DRILL PAY AND INCENTIVE/ BONUS PAY, WHICH WERE PREVIOUSLY FRAGMENTED ACROSS SEVERAL ECHELONS. THIS UNIFIED EFFORT HAS ALREADY REALIZED SEVERAL MAJOR PROCESS IMPROVEMENTS DIRECTLY TARGETED AT MEETING OUR CUSTOMER SERVICE GOALS. THEY ALSO PROVIDE REGULAR NSIPS ADVISORIES AND ONLINE TROUBLE TICKET TRACKER, AT www.NSIPSHelp.Navy.Mil, TO ENSURE THE ENTIRE CHAIN OF COMMAND, FROM THE AFFECTED RESERVIST UP TO MY STAFF, HAS VISIBILITY ON THE STATUS AND PROGRESS ON ALL PAY PROBLEMS. THIS IS A SUPERB ON-LINE PROGRAM WHICH WE WILL CONTINUE TO DEVELOP TO GIVE OUR RESERVISTS AND THEIR CHAIN OF COMMAND CURRENT INFORMATION ON ANY PAY PROBLEMS THEY ARE EXPERIENCING.

3. ADDITIONALLY, WE ARE STREAMLINING THE TROUBLE TICKET REPORTING PROCESS TO ALLOW OUR NRA PAY CLERKS - THE PEOPLE RESPONSIBLE FOR PAY - TO WORK DIRECTLY WITH THE HELP DESK IN NEW ORLEANS - THE PEOPLE WHO CAN FIX THE PROBLEMS. WE HAVE HIRED 6 ADDITIONAL PAY SPECIALISTS AT THE HELP DESK TO RECEIVE TROUBLE TICKET CALLS

DIRECTLY FROM YOUR CLERKS. THE HELP DESK WILL LOG ALL TROUBLE TICKETS, PROVIDE IMMEDIATE TECHNICAL SUPPORT, PROVIDE ALL GAIN RESEARCH, AND TRACK ANY PROBLEMS TO RESOLUTION. THIS SERVICE IS AVAILABLE 7 DAYS A WEEK, INCLUDING YOUR DRILL WEEKENDS, AT TOLL FREE 877-589-5991. USE THIS SERVICE REGULARLY TO IMPROVE YOUR PAY PERFORMANCE FOR YOUR DRILLERS.

4. OUR GOAL IS TO KEEP THE NUMBER OF UNRESOLVED PAY PROBLEMS BELOW ONE-HALF OF ONE PERCENT OF OUR DRILL POPULATION AND TO RESOLVE ALL PAY PROBLEMS WITHIN 30 DAYS OF PROBLEM IDENTIFICATION. I ENCOURAGE THE CHAIN OF COMMAND TO PROACTIVELY IDENTIFY INDIVIDUALS WHO HAVE NOT RECEIVED PROMPT PAYMENT AND IMMEDIATELY LOG A TROUBLE TICKET TO EXPEDITE PAYMENT. WHILE THE LOCAL NRA'S WILL DEAL DIRECTLY WITH THE NEW ORLEANS TROUBLE DESK, OUR N11 CODE WILL TEAM WITH ECHELON IV COMMANDS TO MAINTAIN VISIBILITY AND MANAGE TROUBLE TICKETS WITHIN THEIR CHAIN OF COMMAND. TROUBLE TICKETS MUST BE CONSTANTLY MONITORED AND WORKED TO ENSURE OUR RESERVISTS GET PAID PROPERLY AND WE ARE COMMITTED TO A TEAM APPROACH IN MANAGING THIS CHALLENGE.

5. TRAINING OUR PAY CLERKS IS VITAL TO THIS PROGRAM, AND WE OFTEN FIND COMMAND PAY PROBLEMS DIRECTLY RELATED TO GAPPED BILLETS OR UNTRAINED PERSONNEL. TO PREVENT THIS IN THE FUTURE, COMMANDS MUST ENSURE THEIR PAY CLERKS GET THE TRAINING THEY REQUIRE PRIOR TO ASSUMING THE BILLET AND THERE CANNOT BE ANY GAPPED PAY CLERK BILLETS. WE OWE IT TO OUR DRILLERS TO BE MANNED AND TRAINED IN OUR RESPAY POSITIONS. MAKE THIS SOP IN THE FORCE!

6. MY STAFF IS DEDICATED TO THE EXPEDITIOUS RESOLUTION OF ALL PAY ISSUES, WHILE AGGRESSIVELY IDENTIFYING AND CORRECTING DEFICIENCIES TO MAKE OUR SYSTEMS WORK RIGHT. AS PART OF OUR LONG TERM STRATEGY, WE ARE PARTNERING WITH DFAS AND ACTIVE DUTY NAVY TO SEEK TECHNOLOGY SOLUTIONS FOR TRAVEL CLAIMS AND A HOST OF OTHER ISSUES AFFECTING OUR RESERVISTS. AS A TEAM, WE CAN REACH OUR GOAL OF ESTABLISHING A PAY PROCESS WHERE CORRECT AND PROMPT PAYMENT ARE A "GIVEN", AND THE ENERGIES OF OUR RESERVE TEAM CAN BE MORE FULLY FOCUSED ON MEETING OUR NAVY'S READINESS REQUIREMENTS. RADM MCLAUGHLIN SENDS.//

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